

21 March 2012

Dear Rajeev,

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**RE: CONTRIBUTE TO ASSESSMENT - FEEDBACK**

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As requested, please find a feedback report on the Contribute to assessment program.

**1. Number of completions: 196**

**2. Cohorts who took part in the program:**

- Community Services
- Training and assessment
- Hospitality
- Strata
- Education
- Council
- Motor Group
- Employment Services
- Mining

**3. Feedback from participants**

**What parts of the training sessions did participants think were the best? (Excerpts from Response feedback forms)**

- Practical sessions
- Exercises
- Interacting in groups
- Question and answer, video assessment
- Discussions
- The interactive techniques
- Hands on workshop
- All was great
- The variety of information and practical exercises
- All sections were covered really well
- All aspects flowed very smoothly to create a great learning experience
- Everything
- Seeing things from the perspective of the employer in the case of a traineeship
- Difference in 'Training and assessment' and the use of 'Contribute to assessment'
- Discussions of all topics with adequate time being allowed to discuss related issues
- Well laid out program
- Everything was organised very logically to make the experience very pleasant and easy to absorb



# Response

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- The trainers knowledge
- It was all clear and interesting, good interaction with the candidate's, all very informative
- Examples of how the process flows
- Explanation of what competency based assessment and evidence gathering is
- Drawing on experiences and knowledge of other participants
- The chance to practically apply the knowledge learnt throughout the day
- The trainers explained the training in a way that was relevant to me and my occupation
- Professional development
- Well presented, interactive and informative
- Activities were very engaging and fun
- Trainer / environment / group activities / RTO
- I liked taking some time to brainstorm to reflect on evidence and how I contribute to assessment
- The overall training conducted
- The opportunity to practice what we were learning
- Great use of a range of aids and ideas to illustrate points
- Presentation of materials were clear and professional
- Current, sufficient, authentic, valid
- Hands on activities / group work
- It was all relevant
- Demonstrations
- The presenter was excellent, very knowledgeable, very enthusiastic
- Interaction of groups and keeping us focused on tasks
- The practical aspects of assessment were presented creatively
- Learning how to participate in assessments
- All – sufficient info and easily available throughout the session
- The activities / role plays and assessments were great

#### **Other comments, suggestions or ideas participants made:**

- Highly recommend co-workers to apply
- More personal development days, more education for RTO's in relation to evidence to be collected
- Would like to pursue further training in this area
- I really enjoyed the course and the fact I will be able to implement straight away
- I am interested in doing Cert IV TAE
- I have trained before with Response and have always found them to be very supportive in achieving outcomes
- Course followed and great direction, trainer engaged all of the class, venue was good. Enjoyed the course.
- Would love to go on and complete TAE if the opportunity arises
- Really enjoyed the training and found it relevant and interesting
- I will give positive feedback about Response, the session was innovative, interactive and I enjoyed the learning experience
- Very relevant, practical and enjoyable
- It was great, not intimidating
- Enjoyable training with knowledgeable trainers, the whole day went very smoothly
- Excellent plain English, would love to do next 2 modules

- Groups worked well
- Excellent training day
- Both Trainers worked well together to give clear understanding
- Would like to put more staff through this training
- Interested in the Workplace Supervisor Skill Set
- Response is a very professional RTO, from admin to the Trainers
- Would like to do mentor unit as well

#### 4. The pro's of the program:

- Amount of interest received
- Excellent, positive feedback
- New client relationships
- Participants expressing interest in the Workplace Supervisor Skill Set
- Participants interested in training around the mentoring unit and introduction to training
- Participants expressing interest to complete TAE40110 Certificate IV in Training and assessment
- Receiving phone calls in the New Year to see if the program was still running however it was too late to place them in the program as the commencement date had passed.

#### 5. The con's of the program:

- The short time frame to try and fill 250 places during end of year xmas holiday period especially on the admin side of things such as enrolments, data entry, commencement lodgments etc
- Organisations requesting places for their staff and then withdrawing
- Lodgement confusion against one unit was told to complete 2 lodgements instead of 3 – commencement and completion. The midpoint would be a part of the completion payment.

#### 6. Group activity photos:





#### **YUM! Restaurants International sessions:**



#### **7. Recommendations:**



- Funding for TAEASS301B Contribute to assessment – YUM! Restaurants International who filled 40 places from this program have expressed interest to put more of their staff through.
- Funding for TAE10 Workplace Supervisor Skill Set – Participants who completed Contribute to assessment expressed interest in completing the rest of the Supervisor Skill Set
- Funding for TAE40110 Certificate IV in Training and assessment – Participants who completed Contribute to assessment as well as individuals who didn't have expressed interest in this.

In conclusion, Contribute to assessment was a very positive and successful program especially due to the timeframe we had at the end of year/XMAS period to fill 250 places including the administration work involved in making this happen.

I hope you enjoyed sitting in on the session conducted for YUM! Restaurants International.

As this program was very successful and we received a high level of interest, it would be excellent if we were given the opportunity to run this same program again especially as a few people have already enquired.

Thank you both for all your help and support through this program, it was much appreciated and I look forward to working with you in the near future.

Kind regards



Emma Mawkes  
**Project Coordinator**  
**Response Employment and Training**

